



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**BITWISE Communications, Inc.**  
**for quarter ending March 31, 2011**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	8.00	6.00	11.00	8.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	8.00	6.00	11.00	8.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	71.00% *	82.00% *	81.00% *	78.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.79	1.28	0.85	0.97
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

Fiber damage on a main splicing case caused phone service down-time this quarter for some customers. Affected customers were given the choice of compensation with cash dollar amounts or promotion extensions.



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